
IT Support Assistant (Apprentice)

Department: IT

The firm

Bristows is a market leading law firm with a global client base across the life sciences and technology sectors. The firm has maintained its high standing in the market with the strength of our legal expertise and our unique firm culture driven by our core values.

The firm is looking to recruit an IT Apprentice to provide support and administration for all desktop applications, to take responsibility for the duties set out below, and to actively promote the best interests of the firm at all times. The successful candidate will also work towards a level 3 Information Communication Technician (ICT) qualification. The starting salary for this role is £25,250.

Key responsibilities

- Provide first level support of desktop applications, desktop hardware and peripheral devices
- Resolve IT problems and answer queries from users
- Liaise with external support resources where applicable
- Building/testing future desktop setups
- To assist any other member of the department to fulfil their duties
- To undertake any other duties which may reasonably be requested
- Assist with on-going training of existing user base
- Assisting users with sharing large files/documents (setting up file transfers and creating encrypted USB's)
- Helping to create and maintain IT Helpdesk standards and best practices as well as training documentation and help articles for users and the IT knowledge base
- Assist with the deployment of new software and hardware
- Involvement with testing of new desktop technologies and systems
- Administration of IT Assets, including keeping the asset management software up to date

Skills & experience

- Friendly and willing to help others
- Able to use their own initiative
- Great customer service
- Methodical and thorough

Our values & culture

We are based in modern offices at Blackfriars and very much value face to face collaboration and the social element of working relationships. We have introduced a Remote Working Policy which enables staff to work in an agile way – we do not monitor attendance but ask that everyone spends more time in the office than out of it, typically three days a week for full time staff.

Our firm values, which we very much “live”, are Ambition, Bravery, Curiosity and Friendliness. These underpin all that we do across both our client work and our internal strategic decision making. None of our lawyers have billing targets which means we can focus on doing the best for our clients while also having the time and capacity to assist each other in a genuinely collaborative working culture.

Training & career progression

We aim to have a coaching culture with regular informal feedback to supplement the formal appraisal process. Personal and professional development is much valued at all levels so we have a generous budget which enables us to meet most ad hoc requests for additional training.

Reward & benefits

Our salary and bonus structure reflects our absence of billing targets and collaborative culture and any bonus is paid as a simple percentage bonus across the whole firm. We have a flexible benefits package that is kept under regular review and is designed with the wellbeing of our staff and their families.

Diversity & inclusion

At Bristows we are committed to championing equality, diversity and inclusion for all, and we are a proud signatory of the Law Society’s Diversity and Inclusion Charter. As a firm, and as individuals, we do all we can to treat people fairly and with mutual respect. This commitment enriches our work and our working lives and has played a key part in our success over the years.

We have an active, partner-led Diversity & Inclusion group which runs awareness raising and educational initiatives in addition to ensuring that our policies and procedures remain inclusive.

It is our policy to provide equal opportunities for all employees and job applicants in relation to recruitment, selection, pay, training, working conditions and promotion opportunities regardless of age, disability, gender, gender affirmation, marital or civil partnership status, pregnancy, race, religion or belief and sexual orientation. For more information about EDI policies and practices at the firm, please [see here](#). For more information on our [firm values, see here](#).